

NETWORK MANAGER REPORT



MAY 2003

SUBMITTED BY Winn McInnis, General Manager

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OVERVIEW

Marketing/Operations

Alabama Interactive made significant progress in May. With our ever-growing project queue we expect to be very busy this summer. However, the addition of a new developer will keep our project load in check.

Highlights during the month were:

- The Motor Vehicles Division of the Department of Revenue requested a follow-up meeting to discuss the personalized plate reservation service. They would like to proceed with the service.
- The Alabama Department of Environmental Management is testing the Phase 2 Storm-water application, which is expected to be live in June.
- The Alabama Department of Conservation and Natural Resources has asked us to assist them in the development of an online hunting and fishing licensing service, which will be available this summer.
- In partnership with Wal-Mart, Alabama Interactive will be providing an Internet-based Point-Of-Sale hunting and fishing license service for the Department of Conservation and Natural Resources.
- The Public Service Commission has signed off on the Scope of Work for Motor Carrier Supplemental Authorization. This application is in the early stages of development.
- The Department of Insurance has begun testing their online licensing application in conjunction with our Payment Engine service. Testing is going well and the service is likely to be live by the June 19th deadline.
- The Alabama Real Estate Commission has contacted us about adding an additional licensing service to their list of online services. This service will allow continuing education instructors to renew their licenses.
- The Alabama Board of Nursing received praise for their online services. The IT staff of ABN recently attended a conference for IT personnel from the other 49 state Boards of Nursing. ABN was heralded as an example due to their success with adoption and the range of services offered.
- The State Banking Department has contacted us about offering online mortgage broker licensing. A follow-up meeting has been scheduled to determine specifics of the service.
- Development of the Alabama state portal, Alabama.gov is progressing. Logo concepts and slogans have been narrowed down and the site architecture is underway.

Development

ADEM's Storm-water application is in the final stages of testing. This service gives companies and government agencies the ability to notify ADEM if their construction plans might contaminate a water source. ADEM is currently reviewing and testing the application.

The Alabama State Bar's license renewal application is near completion. This application will allow lawyers to renew their state licenses online. It will also give law firms the ability to renew their lawyers' licenses online. This application is pending approval of pay structure.

The Alabama Board of Nursing Name and Address Change application has gone through the first phase of internal testing. ABN has requested several additions to this application over the past three months, resulting in an extremely valuable service for the agency. Formal testing is scheduled to begin in late June.

Alabama Department of Insurance is currently testing a merchant services application which allows the DOI to offer services dependant upon financial transactions on their Web site. Testing should be complete by DOI's internal deadline of June 19, 2003.

We have worked with our banking institution to provide ACH (e-checks) for our online applications. To facilitate this initiative, we have developed our back-end processes to communicate with the financial institution. This service will receive primary testing in conjunction with the Alabama State Bar's license renewal application.

Development is underway on the Alabama Department of Conservation and Natural Resources Hunting and Fishing Licensing Point-of-Service application. This venture brings together DCNR, Wal-Mart, NIC's Portal Software Solutions Group, and Alabama Interactive to enable all eighty Wal-Mart stores in the state to generate hunting and fishing licenses electronically. Testing for this application will begin July 1, 2003.

Work is underway to encourage flawless operations of the Motor Vehicle Records Search application. For security reasons, our gateway servers for MVR are currently housed within a state server room. We are currently in talks to establish a dedicated connection to the mainframe for the backup gateway, in addition to the primary gateway, thus enabling efficient and remote connection switching between both machines.

PROJECT REPORT

COMPLETED!

Application	Agency	Description	Status
Renewal of Nursing Licenses	Alabama Board of Nursing	This application allows nurses to renew their license online. They can also change their address and personal	This application is complete and in production.

		information.	
Reactivation of Nursing Licenses	Alabama Board of Nursing	This application allows nurses to reactivate their license online.	This application is complete and in production.
Reinstatement of Nursing Licenses	Alabama Board of Nursing	This application allows nurses to reinstate their license online.	This application is complete and in production.
Electronic Access to Motor Vehicle Records	Alabama Department of Public Safety	This application provides electronic access to certain drivers' records.	This application is complete and in production.
Renewal of Real Estate Licenses	Alabama Real Estate Commission	This application allows for the renewal of licenses online, by real estate agents, realtors and brokers.	This application is complete and in production.
Broker/Agent Certification	Alabama Real Estate Commission	This application allows for the certification and verification of licensed agents/brokers in the state.	This application is complete and in production.
Sales, Use and Lodging Tax Filings	Department of Revenue	This application allows Alabama businesses to report and pay sales, use and lodging taxes online.	This application is complete and in production.
Refund Status for Individual Income Tax	Alabama Department of Revenue	This application allows for users to check the status of their individual income tax filings online, 24/7.	This application is complete and in production.
UCC (Uniform Commercial Code) Filings	Alabama Secretary of State	This application allows business entities to file their UCC filings with the Secretary of State through the Internet. The application will accept credit card payment of the filing fee and automatically calculate the appropriate charge.	Production date is on hold pending final approval by the Secretary of State.
Merchant Services	Secretary of State	This will allow the SOS to use our Merchant Service Agreement and Payment Portal to accept and transfer funds.	This application is complete and in production.

IN DEVELOPMENT . . .

Application	Agency	Description	Status	Target Date
Membership Renewal	Alabama State Bar	This application allows existing Bar members to renew their membership online.	In development.	June 2003
Renewal of License	Alabama Board of Chiropractic Examiners	This application allows the renewal of licenses and fee payment, online.	In development.	August 2003
Licensee Verification	Alabama Board of Chiropractic Examiners	This application allows other states, firms, etc. to verify the license and disciplinary status of a chiropractor.	In development.	August 2003
Hunting and Fishing Licenses/POS	Alabama Department of Conservation and Natural Resources	This application allows users to select from available permits and purchase them on-line.	In development.	July 2003
Federal Mining ⁹⁷ Project-Storm-water permitting	Alabama Department of Environmental Management	This application allows for the online submission of the pre-construction watershed application.	The agency is in testing of this service.	June 2003
Alabama State Portal	Alabama Department of Finance, Office of the CIO	Redesign of the Alabama State Portal, Alabama.gov.	In development.	June 2003
Merchant Services	Alabama Department of Insurance	This service allows agents to pay via credit card for licenses renewed online.	The agency is testing this service.	June 2003
Name and Address Change	Alabama Board of Nursing	This application will allow nurses to change their name and address.	The agency is testing this service.	June 2003

LPN License Renewal	Alabama Board of Nursing	This application will allow LPNs to renew their license online.	In development.	September 2003
Payment of Parole and Restitution Cost	Alabama Board of Pardons and Parole	This application will allow parolees to pay restitution fees online.	In development.	June 2003
Supplemental Motor Carrier Authorization	Alabama Public Service Commission	This application allows persons who are paid to carry cargo intrastate to apply online for authorization.	In development.	August 2003
Address Change	Alabama Real Estate Commission	This application allows for the changing or updating of addresses and personal information.	This application is on hold pending AREC's database upgrades.	October 2003
Instructor License Renewal	Alabama Real Estate Commission	This application allows licensed instructors to renew their license online.	In development.	July 2003
Personalized License Plate Reservation	Alabama Department of Revenue	This application will allow users to temporarily reserve a personalized license plate.	Scope of Work has been approved.	October 2003

IN PLANNING AND CONSIDERATION . . .

Application	Agency	Description	Status	Target Date
Renewal of Mortgage Broker License	State Banking Department	This application allows for the renewal of licenses online.	This project is still in the preliminary stage.	TBD
Grade III Wastewater Operator Renewal	Alabama Department of Environmental Management	This application allows wastewater treatment operators to renew their certification online.	This project is in pre-project development.	September 2003
Payment of Court Cost	Administrative Office of Courts	This application allows Courts to accept payments by county via Internet.	This project is still in the preliminary stage.	On hold
Renewal of Builders Licenses	Alabama Home Builders Licensure Board	This application allows for the renewal of licenses online. Allows for the editing of address and personal information.	This project is currently tabled. The agency said they would make contact when ready to proceed.	TBD
Renewal of Marriage and Family Therapists' License	Alabama Board of Examiners in Marriage and Family Therapy	This application will allow marriage and family therapists to renew their license and pay the renewal fee.	Functional Specifications have been drafted and require agency approval.	TBD
Car Reservation	State Motor Pool	This application will allow state employees to reserve a car for state business.	This project is still in the preliminary stage.	August 2003
Licensee database search and download	Alabama Board of Nursing	This application allows hospitals, insurance companies, etc. to download the nursing roster	Functional Specifications have been drafted and require agency approval.	July 2003

License verification and disciplinary status	Alabama Board of Nursing	This application will allow hospitals, insurance companies, etc. to verify a nurse's license status and receive notification of disciplinary and/or legal actions.	Functional Specifications have been drafted and require agency approval.	August 2003
Utility Tax Payment	Alabama Department of Revenue	This application will allow business to pay utility taxes to the state, online.	Specifications for development have been provided by ADOR.	On Hold.

SERVICE REQUEST

Service Request #28

Alabama State Banking Department, Mortgage Broker License Renewal
Alabama Interactive requests and recommends this service for the Alabama State Banking Department is added to the network as a **charge** service. Development for the Alabama Interactive Mortgage Broker License Renewal application is at no cost to the State Banking Department.

Service Request #29

Alabama Department of Conservation and Natural Resources, Point-of-Sale Hunting and Fishing License Sales
Alabama Interactive requests and recommends this service for the Alabama Department of Conservation and Natural Resources is added to the network as a **charge** service. Development for the Alabama Interactive Point-of-Sale Hunting and Fishing License Sales application is at no cost to the Department of Conservation and Natural Resources.

Service Request #30

Alabama Department of Conservation and Natural Resources, Online Hunting and Fishing License Sales
Alabama Interactive requests and recommends this service for the Alabama Department of Conservation and Natural Resources is added to the network as a **charge** service. Development for the Alabama Interactive Online Hunting and Fishing License Sales application is at no cost to the Department of Conservation and Natural Resources.

MONTH IN REVIEW

Total May AI Network Transactions:	153,730
Average Successful Request per Day:	4,960

OTHER BUSINESS/IN CLOSING

We are pleased with the progress of the last month. May provided us with challenging new projects and demands and a new team member who is well-prepared to assist us in meeting those demands.

As always, please feel free to call on me with any questions or comments.

I can be reached at 334-261-1989, or email at wmcinnis@alabamainteractive.org

Respectfully Submitted,

Winn McInnis